

ATTACHMENT 6 PAST PERFORMANCE QUESTIONNAIRE

PART ONE: INSTRUCTIONS

The company (offeror) who has provided you with this form is proposing on an Internal Revenue Service (IRS) acquisition for Armed Guard Security Services. Past performance is an important evaluation criteria for the acquisition, so input from previous customers of the offeror is very important. We would greatly appreciate you taking the time to complete this form. ***The information is to be provided directly to Ms. Charisse Jackson, IRS, Contracting Officer. Offerors, determined to be in the competitive range, will be provided the opportunity to discuss past performance information obtained from references; however, names of individuals providing reference information about an offeror's past performance will not be disclosed. Please provide an honest assessment and return, by mail, to the address shown below, no later than October 30, 2003.*** If you have any questions, please contact Ms. Jackson at phone: (770) 338-9220; fax: (770) 338-9233, or e-mail: charisse.jackson@irs.gov.

Internal Revenue Service
Office of Field Procurement Operations - SE Area
ATTN: Ms. Charisse Jackson
2888 Woodcock Blvd., Suite 300, Stop 80N
Atlanta, GA 30341

PART TWO: GENERAL INFORMATION

1. OFFEROR'S NAME AND ADDRESS

2. CUSTOMER ORGANIZATION
NAME AND ADDRESS

3. Contract Number: _____

2a. EVALUATOR

4. Contract Value (Circle One):

NAME:

<\$ 1M \$ 1M-\$ 10M >\$ 10M

TITLE:

PHONE NO:

5. Contract or Task Order (TO) Award Date:

6. Contract or TO Completion Date
(Include Extensions):

____ / ____ / ____

____ / ____ / ____

7. CONTRACT TYPE (Circle All That Apply)

8. COMPLEXITY OF WORK (Circle One
Response):

FFP CPFF CPAF OTHER (Specify Type)

DIFFICULT

ROUTINE

BOTH

PART TWO: GENERAL INFORMATION (continued)

9. INDICATE GEOGRAPHIC DISTRIBUTION OF SERVICES

Local

Nationwide

Worldwide

10. NUMBER OF USERS/LOCATIONS
SERVICED BY THIS CONTRACT:

11. TYPE AND EXTENT OF SUBCONTRACTING SUPPORT (Complete this item only if subcontracting support was used by the offeror):

12. BRIEF DESCRIPTION OF YOUR CONTRACT REQUIREMENTS:

PART THREE: OFFEROR PERFORMANCE RATING

On the following pages, please summarize the offeror's performance in each of the five rating factors listed below. Each factor has four possible adjectival ratings. Determine the adjectival rating that most nearly represents your experience with this offeror and indicate your assessment by placing any "X" under the appropriate heading. Offeror's rating factors are:

- A. QUALITY OF SERVICES
- B. PROJECT MANAGEMENT
- C. TIMELINESS OF PERFORMANCE
- D. CUSTOMER SATISFACTION
- E. CONTRACTOR PERSONNEL

Adjectival ratings are defined below and should be used as a reference in assessing performance:

OUTSTANDING = Offeror performance was technically acceptable and provided significant, unusual, unique, or worthwhile features or benefits

SATISFACTORY = Offeror performance met customer expectations or contract requirements (i.e., demonstrated an acceptable understanding of the requirements, provided an acceptable management and technical approach to tasks; and provided complete response to customer needs)

MARGINAL = Offeror performance could have stood improvement (i.e., demonstrated a marginal understanding of requirements and marginal approach to tasks)

UNSATISFACTORY Offeror performance DID NOT meet customer expectations or contract requirements

NOT APPLICABLE = Offeror was not required to perform in this area on this contract

PART THREE: OFFEROR PERFORMANCE RATING (continued)

A. QUALITY OF SERVICE						
NO	SUB-FACTOR	OUTST	SAT	MARG	UNSAT	N/A
1	Project Manager manages all site contract requirements					
2	Supervisory personnel adequately supervises all shifts.					
3	All posts adequately covered					
4	All duties cited in the Post Orders thoroughly and professionally performed					
5	All guards in appropriate uniform presenting a neat appearance					
6	Accurate and complete incident and investigative reports					

COMMENTS:

B. PROJECT MANAGEMENT						
NO	SUB-FACTOR	OUTST	SAT	MARG	UNSAT	N/A
1	If required, only licensed Class II/III guards utilized					
2	All productive Posts and supervisory requirements met with appropriate relief					
3	All full-time and part-time productive guards provided required breaks and lunches					
4	Changes to the Post Orders immediately incorporated and performed					
5	Temporary additional services performed					
6	If required, appropriate coordination with the Defense Industrial Security Clearance Office					
7	An Officer's Duty Book maintained at the central control point					
8	All property furnished by the Government accounted for and appropriately maintained					
9	Government furnished telephones only used for official Government business					
10	Adequate radio equipment at all times					
11	Adequate patrol vehicles at all times					
12	An equivalent, fully operational substitute vehicle provided when required					
13	An adequate quality control program established and maintained					
14	Unannounced inspection monthly					
15	Acceptable response to unsatisfactory personnel performance					

PART THREE: OFFEROR PERFORMANCE RATING (continued)

COMMENTS:

C. TIMELINESS OF PERFORMANCE

NO	SUB-FACTOR	OUTST	SAT	MARG	UNSAT	N/A
1	Timely completion of required training					
2	Timely submission of required criminal history clearances					
3	Timely submission of security clearances, if required					
3	Timely and complete submission of documents (e.g. - registers, reports, etc.) and other deliverables					
4	Timely and thorough responses to special order requirements					

COMMENTS:

D. CUSTOMER SATISFACTION

NO	SUB-FACTOR	OUTST	SAT	MARG	UNSAT	N/A
1	Committed resources as necessary to resolve user problems and questions					
2	Effectiveness in relating to customer staff					
3	Contract goals and objectives met					
4	Creative improvements in work flow or processes					
5	Responded to unexpected changed in scope or requirements efficiently					

Would you award another contract to this vendor/contractor? ☐ YES ☐ No

Indicate reasons for your response

OTHER COMMENTS:

PART THREE: OFFEROR'S PERFORMANCE RATING (continued)**E. OFFEROR PERSONNEL**

NO	SUB-FACTOR	OUTST	SAT	MARG	UNSAT	N/A
1	Effectiveness of Project Manager					
2	Effectiveness of Supervisors					
3	The Project Manager met basic managerial and experience requirements.					
4	Supervisory personnel received the required additional training					
5	Productive guards certified by GSA before working at the site					
6	Replacement Project managers and supervisors possessed the same or similar qualifications of the original individuals					

COMMENTS:

MISCELLANEOUS:

Was/is the facility(ies) serviced by the offeror classified as a facility requiring security *Level IV or V, in accordance with *Department of Justice Vulnerability Assessment of Federal Facilities* dated, June 28, 1995, or similar designation?

[] YES [] NO

**Department of Justice Vulnerability Assessment of Federal Facilities* dated, June 28, 1995 defines Level IV and Level V facilities as follows:

LEVEL IV

A Level IV facility has over 450 federal employees. In addition, the facility likely has:

- More than 150,000 sq ft;
- High volume public contact; and
- Tenant agencies that may include high-risk law enforcement and intelligence agencies, courts, judicial offices, and highly sensitive government records.

LEVEL V

A Level V facility is a building such as the Pentagon or CIA Headquarters that contains mission functions critical to national security. A Level V facility will be similar to a Level IV facility in terms of number of employees and square footage. It should have at least the security features of a Level IV facility.

PART FOUR: EVALUATOR'S CERTIFICATION

SIGNATURE OF EVALUATOR

TITLE OF EVALUATOR

DATE